



**Formal Acceptance and Agreement**

I, \_\_\_\_\_ (D.O.B) \_\_\_\_\_,  
 accept the offer of place for:

Choose your Qualification	Cricos Code	Course Length	Total Tuition Fees
<input type="checkbox"/> BSB51915 Diploma of Leadership and Management	088815M	52weeks (40 weeks study + 12 weeks holidays)	<b>\$12,000.00</b> \$11,500 + \$200 Application fee + \$300 Materials Fee (Material Fee includes Books and Resources )
<b>Payment Options</b> <input type="checkbox"/> AS per study periods* {\$2,875 (x4)} +(\$200 Application fee + \$300 Materials Fee <b>non-refundable</b> )			
<input type="checkbox"/> BSB61015 Advanced Diploma of Leadership and Management	088814A	76 weeks (62 weeks study + 14 weeks holidays)	<b>\$16,000.00</b> \$15,500 + \$200 Application fee + \$300 Materials Fee (Material Fee includes Books and Resources )
<b>Payment Options</b> <input type="checkbox"/> AS per study periods* {\$2,580(x5)} + 2600.00 +(\$200 Application fee + \$300 Materials Fee <b>non-refundable</b> )			
<input type="checkbox"/> CPC30611 Certificate III in Painting and Decorating	077507C	76 Weeks ( 54 Weeks Study + 22 Weeks Holidays)	<b>\$15,000.00</b> \$14,000 + \$200 Application fee + \$800 material fee (Material Fee includes Books and Resources )
<b>Payment Options</b> <input type="checkbox"/> AS Per study periods* {\$2,330 (x5)} +2,350.00 (\$200 Application fee + \$800 Materials Fee <b>non-refundable</b> )			
<input type="checkbox"/> BSB40515 Certificate IV in Business Administration	087036B	30 weeks (22 weeks study + 8 weeks holidays)	<b>\$5,000.00</b> \$4,500 + \$200 Application fee + \$300 Materials Fee (Material Fee includes Books and Resources )
<b>Payment Options</b> <input type="checkbox"/> AS per study periods* {\$2,250(x2)} +(\$200 Application fee + \$300 Materials Fee <b>non-refundable</b> )			
<input type="checkbox"/> BSB41315 Certificate IV in Marketing	087095B	26 weeks (28 weeks study + 2 weeks holidays)	<b>\$6,000.00</b> \$4,500 + \$200 Application fee + \$300 Materials Fee (Material Fee includes Books and Resources )
<b>Payment Options</b> <input type="checkbox"/> AS per study periods* {\$2,750(x2)} +(\$200 Application fee + \$300 Materials Fee <b>non-refundable</b> )			
<input type="checkbox"/> BSB51215 Diploma of Marketing	087383E	50 weeks (36 weeks study + 14 weeks holidays)	<b>\$10,000.00</b> \$9,500 + \$200 Application fee + \$300 Materials Fee (Material Fee includes Books and Resources )
<b>Payment Options</b> <input type="checkbox"/> AS per study periods* {\$2,375 (x4)} +(\$200 Application fee + \$300 Materials Fee <b>non-refundable</b> )			
<input type="checkbox"/> BSB60515 Advanced Diploma of Marketing	087556M	51 weeks (40 weeks study + 11 weeks holidays)	<b>\$10,000.00</b> \$9,500 + \$200 Application fee + \$300 Materials Fee (Material Fee includes Books and Resources )
<b>Payment Options</b> <input type="checkbox"/> AS per study periods* {\$2,375(x4)} +(\$200 Application fee + \$300 Materials Fee <b>non-refundable</b> )			
<input type="checkbox"/> CPC50308 Diploma in Building and Construction (Management)	082044J	52 weeks (36 weeks study + 16 weeks holidays)	<b>\$10,000.00</b> \$9,500 + \$200 Application fee + \$300 Materials Fee (Material Fee includes Books and Resources )
<b>Payment Options</b> <input type="checkbox"/> AS per study periods* {\$2,375 (x4)} +(\$200 Application fee + \$300 Materials Fee <b>non-refundable</b> )			

**Acceptance & Agreement**

# Della International College Pty. Ltd.



150-154 A Beckett Street, Melbourne 3000  
 Tele +61 3 9329 9430; Fax +61 3 9329 4689  
 E-mail: [info@dellainternational.edu.au](mailto:info@dellainternational.edu.au)  
 Website: [www.dellainternational.edu.au](http://www.dellainternational.edu.au)

<input type="checkbox"/> 22251 VIC Certificate II in EAL (Access)	084632F	26 weeks (25 weeks study + 1 week holiday)	<b>\$5,000.00</b> \$4500 + \$200 Application fee + \$300 Materials Fee (Material Fee includes Books and Resources )
<b>Payment Options</b> <input type="checkbox"/> AS per study periods* {\$2,250(x2)+ (\$200 Application fee + \$300 Materials Fee non-refundable)			
<input type="checkbox"/> 22253 VIC Certificate III in EAL (Access)	084633E	26 weeks (24 weeks study + 2 weeks holidays)	<b>\$5,000.00</b> \$4500 + \$200 Application fee + \$300 Materials Fee (Material Fee includes Books and Resources )
<b>Payment Options</b> <input type="checkbox"/> AS per study periods* {\$2250 (x2)+ (\$200 Application fee + \$300 Materials Fee non-refundable)			
<input type="checkbox"/> BSB60215 Advanced Diploma of Business	087478J	52 weeks (40 weeks study + 12 weeks holidays)	<b>\$10,000.00</b> \$9,500 + \$200 Application fee + \$300 Materials Fee (Material Fee includes Books and Resources )
<b>Payment Options</b> <input type="checkbox"/> AS per study periods* {\$2,375 (x4) + (\$200 Application fee + \$300 Materials Fee non-refundable)			
<input type="checkbox"/> CPC30211 – Certificate III in Carpentry	091404D	52 weeks (48 weeks study + 4weeks holidays)	<b>\$10,000.00</b> \$9,000 + \$200 Application fee + \$800 material fee (Material Fee includes Books and Resources)
<b>Payment Options</b> <input type="checkbox"/> AS Per study periods* {\$2,250 (x4) + (\$200 Application fee + \$800 Materials Fee non-refundable)			
<input type="checkbox"/> BSB20115 – Certificate II in Business	091953G	26 Weeks (20 weeks Study + 6 weeks Holidays)	<b>\$5,500.00</b> \$5,000 + \$200 Application fee + \$300 material fee (Material Fee includes Books and Resources)
<b>Payment Options</b> <input type="checkbox"/> AS Per study periods* {\$2,500 (x2) + (\$200 Application fee + \$300 Materials Fee non-refundable)			
<input type="checkbox"/> BSB30215 – Certificate III in Customer Engagement	091954G	26 Weeks (20 weeks Study + 6 weeks Holidays)	<b>\$5,500.00</b> \$5,000 + \$200 Application fee + \$300 material fee (Material Fee includes Books and Resources)
<b>Payment Options</b> <input type="checkbox"/> AS Per study periods* {\$2,500 (x2) + (\$200 Application fee + \$300 Materials Fee non-refundable)			

Start Date: \_\_\_/\_\_\_/\_\_\_

Tick acceptance of date

### Acceptance & Agreement

Version: 7.0 |09/2016| Approved By: PEO  
 CRICOS Provider No. 02716C|RTO No. 21738| ABN: 59 117 032 416



## Additional Fees and Charges

Re-Issue of Testamurs / Statements of attainment - \$50 each copy

Reassessment Fee \$220.00 (after third attempt)

RPL Fee \$250.00 per unit

Re-Issue of Student Card \$20.00

Late payment of semester fees - \$250.00 per instalment

Unit re-enrolment fee \$500.00 (for students who exceed the maximum duration period)

How to Pay		
The following methods of payment are accepted:	<input type="checkbox"/> <b>Bank Draft</b>	Draft should be payable to 'Della International College Pty Ltd' in Australian dollars and to an Australian bank. Write your student number (if known) on the back of the draft.
	<input type="checkbox"/> <b>Credit Card</b>	(Visa or MasterCard) (Please complete details on the back of this form)
	I understand a surcharge of 2% will be applied for all credit card payments.	Please tick one <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard
		Name on Credit Card
		Credit Card Number
		Expiry Date
		CCV Number
		Amount:
		Signature
	<input type="checkbox"/> <b>Telegraphic Transfer</b>	Paid in accordance with the following details: Account Name: Della International College Pty Ltd Bank: ANZ Bank Swift Code: ANZBAU3M Branch: Melbourne BSB No: 013 141 Account no: 909 453 781 A copy of the telegraphic transfer, including your full name and contact details, must be attached to your Offer Response Form.  <i>Note: your payment must be cleared and credited into Della International College Pty Ltd bank account for your offer to be fully accepted. Acceptance letter and visa documentation (if applicable) will then be issued.</i>
	<input type="checkbox"/> <b>Person at Della International College Pty Ltd Office</b>	Present this Offer Response Form along with payment (Cash, Credit Card, Australian Bank Cheque) to our office direct. Please contact us first on +613 9329 9430 to arrange an appointment

## 1. Refunds in full

1.1 Tuition fees will be refunded in full where:

- the course does not start on the starting date notified in the Letter of Offer
- the course is discontinued after it starts and before it is completed; stops being provided after it starts and before it is completed;
- the course is not provided fully/not being delivered to the student because DELLA has a sanction imposed by a government regulator; or
- an offer of a place is withdrawn by DELLA and no incorrect or incomplete information has been provided by the student.

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- ◆ for off shore student if visa is not granted
- 1.1 Instead of refunding all tuition fees, DELLA may offer the student a place on an alternative course and the student can decide whether to accept this offer or not.
- 1.2 DELLA may also arrange for another course, or part of a course, to be provided to the student at no additional cost to the student as an alternative to refunding the course money. Where the student agrees to this arrangement, DELLA will not be liable to refund the money owed for the original enrolment.
- 1.3 If the student accepts the place on another course within DELLA, a new letter of offer and written agreement will be developed and provided to the student for acceptance.
- 1.5 If DELLA is unable to provide a refund or offer the student a place in another course, the Tuition Protection Service (international student) or Australian Student Assurance Scheme (ASTAS) through ACPET (Domestic Student) of which DELLA is a member will place the student in an alternative course at no extra cost to the student. If this is not possible, the final course of action is for the Tuition Protection Service or ASTAS to attempt to place the student in an alternative course and if this is not possible, the student is entitled to a refund as calculated by the Authority.

### **The Tuition Protection Service (TPS) for International Students**

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

In the unlikely event DELLA is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The reforms aim to protect the considerable investment international students make in an Australian education, and to protect and enhance Australia's global reputation.

Some of the key features are:

- A new national TPS which will replace a range of existing tuition assurance arrangements.
- A limit of up to 50 per cent of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less).
- Specified providers to keep initial prepaid fees in a separate account until a student commences study.
- Student refunds will be based on unexpended tuition fees (Application and material fees are non-refundable).

### **Australian Student Tuition Assurance Scheme (ASTAS) for Domestic Students**

ACPET's Australian Student Tuition Assurance Scheme (ASTAS) provides members with an inexpensive and uncomplicated means of providing fee protection to students. ASTAS ensures that any Australian student displaced from a course, due to a member's inability to continue the course, is relocated efficiently and with minimal disruption to a comparable course with another member or approved provider.

In the unlikely event DELLA is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the ASTAS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The ACPET ASTAS scheme approved under the HESA Act 2003 provides a means whereby a student may receive a refund equivalent to any student fees paid in advance for any undelivered unit of study offered by the provider. This latter scheme only provides for a refund of student prepaid fees for undelivered courses where the student cannot be placed in a comparable course with another provider.

#### **1. Eligible students:**

- ◆ citizen or permanent resident of Australia
- ◆ enrolled in approved programs leading to an accredited award
- ◆ tuition fees paid in advance for a period of ten weeks or more.

#### **2. Displacements covered:**

- ◆ a course not commencing on the agreed starting date
- ◆ a course ceasing to be provided after it has started
- ◆ the full course not being delivered because a sanction has been imposed on the provider.

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### 3. If no member offers a comparable course:

- ◆ ACPET will undertake the necessary financial and administrative arrangements to commission or obtain access to an appropriate course. Additional financial provisions will be required to enable ACPET to cover courses not offered by other providers.

### 4. Student responsibilities:

- ◆ meeting any relocation expenses
- ◆ the purchase of any texts or materials required by the new provider

#### 1.6 A full refund will also be provided to students in the following circumstances:

- ◆ a student is unable to obtain a student visa (off shore only)
- ◆ a student cannot commence the course because of illness or a disability;
- ◆ where there is death of a close family member of the student (parent, sibling, spouse or child); or
- ◆ at the discretion of the CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.

## 2. Partial Refunds

### 2.1 Partial refunds will be provided in the following circumstances:

- ◆ If a student has supplied incorrect or incomplete information and as a result DELLA withdraws offer, the student will be eligible to receive all tuition fees paid for the term period less a 20% administration fee.
- ◆ If a student who has accepted an offer of a place gives more than 28 days written notice before the commencement of the study period that they will not be undertaking the course, the tuition fees paid for the study period are refundable less a 20% administration fee.
- ◆ Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before Course commencement, the tuition fees paid for the term period will be refunded less a 20% administration fee.
- ◆ Where a student withdraws from a course 0 – 28 days before the course commencement, except for the reasons set out in 1.6, 50% of the tuition fees paid thus far will be refunded.
- ◆ Where an on shore student is renewing their visa and the outcome is refused, students will only be refunded any unused tuition fees.

## 2. Student is not eligible for a refund

3.1 Where DELLA terminates the student's enrolment, because of a failure to comply with DELLA policies, misbehaviour or unsatisfactory course progress or attendance,

3.2 If a student's visa is cancelled during a study period

3.3 If the student withdraws from a course after the course start date,

## 4 Refunds for students who have a packaged offer for multiple courses

4.1 Where students have a packaged offer for multiple courses within DELLA or a partner college and does not receive their results until less than 28 days before the course commencement date and the results show that the student does not meet the entry requirements for the next course, and if the student submits a Cancellation Form to DELLA of the intention to defer or withdraw from a course of study within 14 days of receiving their results, then one of the following will occur:

- ◆ All fees except the enrolment deposit are refundable less an administrative fee of 20% of the tuition fee for the term period
- ◆ the student can transfer the fees to the next available study period.

## 5 Payment of refunds

5.1 Eligibility for a refund will be assessed based on this Policy.

5.2 If a student's refund application is approved, the student's enrolment will be cancelled and fees refunded as per this policy. (this includes any tuition/course fees collected by education agents on behalf of the DELLA)

5.3 Students, who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to DELLA in writing using the Refund Application Form. Students who have not completed these forms are not eligible for consideration of a refund or reduction in fees.

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- 5.4 Refunds will be paid within 10 working days in full to students when:
- ♦ a course doesn't start on the agreed starting date or
  - ♦ a course is stopped after the course has commenced and before it is completed or
  - ♦ a course is not fully provided to the student because of a sanction put on DELLA.
- 5.5 In all other circumstances agreed refunds will be paid within 4 weeks of receiving the completed Refund Application Form with supporting documentation as required.
- 5.6 The outcome of the refund assessment will be provided by written notice to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.
- 5.7 Refunds will be paid in Australian dollars to the person who made the original payment.
- 5.8 Where a student does not agree with the refund decision, he or she may access DELLA Complaints and Appeals process.
- 5.9 This process does not circumscribe the student's rights to pursue other legal remedies.

### Requests for Refund of Tuition Fees

A student who wishes to apply for a Refund in accordance with this Refund Policy should do so by filling a Refund Application form and submitting it to Della International College Pty Ltd.

**NOTE:** The availability of complaints and appeals processes does not remove the rights of the student to take action under the Australia's Consumer Protection Laws.

Please note, in all of the above cases, course commencement date is the date indicated on the student's most current and approved e-CoE. There will be no refund of any bank or courier charges

### Student's agreement & declaration

- ♦ I declare that to the best of my knowledge the information in this application and the documentation supporting my application is correct and complete.
- ♦ I agree to follow Della International College Pty. Ltd. policies and procedures, rules and regulations and any amendments DELLA may make to these from time to time.
- ♦ I agree to follow DIBP student visa requirements and give Della International College Pty. Ltd. the right to check my visa status on the DIBP Electronic Verification Online System
- ♦ I agree to pay all fees required on or by the due date as per the agreement - Fees are to be paid upfront for each semester, and penalties will apply if payment is not received by the due date. Tuition fees do not include the Overseas Student Health Cover (OSHC), administrative services charges, books/equipment and/or other materials required to undertake the program or compulsory activities where relevant (such as fieldwork, excursions or laboratories. These are outlined separately
- ♦ I understand that the application and material fees are not refunded by Della International College Pty. Ltd.
- ♦ Fees quoted by Della International College Pty. Ltd may increase by no more than 5% per annum, and that the fees quoted in the offer letter apply only to the current year of study.
- ♦ Refunds are in line with the refund policy/procedure stated in this enrolment acceptance & agreement.
- ♦ Della International College Pty. Ltd charges additional fees as indicated in this agreement.
- ♦ I agree to pay Della International College Pty. Ltd other non-compulsory fees as required during the course
- ♦ I am entitled, to a formal Statement of Attainment on cancellation or completion at no additional cost.
- ♦ I understand that if my academic progress falls below 50% in two consecutive terms Della International College Pty. Ltd will cancel my COE
- ♦ I acknowledge that the withholding of, or provision of incorrect documentation relating to my application may result in cancellation of any offer or enrolment by Della International College Pty. Ltd.
- ♦ I understand this enrolment acceptance & agreement, and the availability of complaints and appeals processes, does not remove the ability and right to take action under Australian consumer protection laws.
- ♦ All enrolments have a maximum duration and I need to complete the course within the specified enrolment duration to avoid additional fees. If I do not complete all units within the maximum timeframe I will receive a Statement of attainment listing the units they have completed at no additional cost.
- ♦ Enrolment duration begins from the course commencement. And that I will be required to satisfactorily complete all units of competency in the enrolled qualification to receive a Testamur
- ♦ I understand that if I wish to apply for a Deferral, suspension or cancellation of my course, this may affect my student's visa. When an enrolment is deferred, suspended or cancelled, DELLA will notify Department of Education via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.
- ♦ Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered - the registering authority. Personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition pursuant to obligations under the ESOS Act and the National Code
- ♦ Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act 2000 and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

### Acceptance & Agreement

# Della International College Pty. Ltd.



150-154 A Beckett Street, Melbourne 3000  
Tele +61 3 9329 9430; Fax +61 3 9329 4689  
E-mail: [info@dellainternational.edu.au](mailto:info@dellainternational.edu.au)  
Website: [www.dellainternational.edu.au](http://www.dellainternational.edu.au)

- Della International College Pty. Ltd reserves the right to discontinue or alter any program, course/subject, fee, admission requirement, staffing or other arrangement without prior notice.
- My personal details may be forwarded to the Overseas Student Health Cover (OSHC) provider.
- Students must apply directly to their OSHC Provider for possible refund of OSHC.
- I may access my own student records, subject to privacy legislation.
- The RPL information contained in the offer letter will be re-confirmed at enrolment.
- Quoted fees are an estimate only, based on standard full time loads and will vary depending on program and plan (i.e. the actual enrolled load). Tuition fees will increase if courses need to be repeated or additional electives that will exceed the minimum requirement need to be undertaken.
- Fees are to be paid upfront for each semester, and penalties will apply if payment is not received by the due date.
- The Customer shall pay the Supplier for all costs incurred by the Supplier (including costs for which the Supplier may be contingently liable) in any attempt to collect any monies owed by the Customer to the Supplier under this Agreement including debt collection agent costs, repossession costs, location search costs, process server costs and solicitor costs on a solicitor/client basis.
- Tuition fees do not include the Overseas Student Health Cover (OSHC), administrative services charges, books/equipment and/or other materials required to undertake the program or compulsory activities where relevant (such as fieldwork, excursions or laboratories. These are outlined separately
- I declare that I am not a permanent resident/citizen of Australia or a citizen of New Zealand.
- I understand that I must arrive by the commencement date otherwise I will not be able to enrol.
- I agree to the Terms and Conditions mentioned on my enrolment form.
- I acknowledge that the withholding of, or provision of incorrect documentation relating to my application may result in cancellation of any offer or enrolment by Della International College Pty. Ltd.
- I agree to keep Della International College Pty. Ltd. updated with my current contact details including residential address by notifying them within 7 days
- I have read, understood and accept Della International College Pty. Ltd. refund policy

**STUDENT NAME:** \_\_\_\_\_

**STUDENT SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_